

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant(s): Druyan et al.

Group Art Unit: 3623 / Conf. # 1508

Application No.: 10/076,362

Examiner: Boswell, Beth V.

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Docket No.: AUS920011019US1

Title: **METHOD AND SYSTEM FOR MANAGING SERVICE REQUESTS ACROSS  
MULTIPLE SYSTEMS**

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Commissioner for Patents  
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**AMENDMENT TO APPEALLANT'S BRIEF IN RESPONSE TO  
NOTIFICATION OF NON-COMPLIANT APPEAL BRIEF  
(37 CFR 41.37(e)(1)(vi))**

This amendment is in response to a Notification of Non-Compliant Appeal Brief mailed on October 19, 2009 to a previously filed Appeal Brief, which was filed May 28, 2007, which appealed from the rejections of claims 1-11, 13-23 and 25-28 in the Final Office Action dated October 27, 2006. Appellants have included herein a resubmission of APPENDIX I CLAIMS in which claims 23 and 25 are consistent with the amendment dated August 11, 2006.

## APPENDIX I CLAIMS

Claim 1. A method for displaying a list of service requests from multiple service request systems on a single display comprising the steps of:

receiving a service inquiry at a service manager location;

formulating and sending a service request status message to a plurality of service ticketing systems from the service manager;

receiving and merging responses to the service request status message from service ticketing systems into a single list of responses;

sorting the tickets in the response list by predetermined parameters and generating a sorted ticket request list; and

displaying the sorted ticket request list containing ticket request from multiple ticket request systems.

Claim 2. The method as described in claim 1 further comprising the step of converting the service status request message to a format for each particular ticketing system.

Claim 3. The method as described in claim 1 further comprising the step of converting the responses from the plurality of ticketing systems into a common format for receipt and processing by the service manager.

Claim 4. The method as described in claim 1 wherein said sorted list is stored in cache memory.

Claim 5. The method as described in claim 1 wherein said sorting step further comprises creating multiple sorted lists and storing these list in the cache.

Claim 6. The method as described in claim 1 wherein said sorting step further comprises the steps of:

- creating an integer array;

- comparing tickets in a response list in a one-to-one format using a pre-determine parameters;

- directing a next free pointer in the array to a next ticket in the response list in an order as that results from the comparison; and

- storing a sorted response list in the cache memory.

Claim 7. The method as described in claim 1 wherein said sorting step further comprises: determining whether a sort map exist for a service ticket list; and displaying sorted tickets based on a sort from a preexisting sort map.

Claim 8. The method as described in claim 1 wherein said sorting step further comprises: determining whether a sort map exist for a service ticket list; and creating a sort map when there is a determination that no sort map exist.

Claim 9. The method as described in claim 1 further comprising the step of: determining the elapsed time since the last inquiry by a particular service technician; and resetting the ticket lists in the cache, if a predetermined time period has expired.

Claim 10. The method as described in claim 9 wherein said resetting step comprises retrieving additional tickets for the ticketing systems.

Claim 11. A method for displaying a list of service requests from multiple service request systems on a single display comprising the steps of:

- determining whether a list of tickets currently exist for an inquiring service technician;
- sorting the tickets in the response list by pre-determined parameters and generating a sorted ticket request list, by creating an integer array; comparing tickets in a response list in a one-to-one format using a pre-determine parameters; directing a next free pointer in the array to a next ticket in the response list in an order as that results from the comparison; and storing a sorted response list in the cache memory; and
- displaying the sorted ticket request list containing ticket request from multiple ticket request systems.

Claim 13. The method as described in claim 11 wherein said sorting step further comprises the step of creating a sort map to perform a comparison of tickets during a sort.

Claim 14. A computer program product in a computer readable medium for displaying a list of service requests from multiple service request systems on a single display comprising:

instructions for receiving a service inquiry at a service manager location;

instructions for formulating and sending a service request status message to a plurality of service ticketing systems from the service manager;

instructions for receiving and merging responses to the service request status message from service ticketing systems into a single list of responses;

instructions for sorting the tickets in the response list by pre-determined parameters and generating a sorted ticket request list; and

instructions for displaying the sorted ticket request list containing ticket request from multiple ticket request systems.

Claim 15. The computer program product as described in claim 14 further comprising instructions for converting the service status request message to a format for each particular ticketing system.

Claim 16. The computer program product as described in claim 14 further comprising the instructions for converting the responses from the plurality of ticketing systems into a common format for receipt and processing by the service manager.

Claim 17. The computer program product as described in claim 14 wherein said sorting instructions further comprise instructions for creating multiple sorted lists and storing these list in the cache.

Claim 18. The computer program product as described in claim 14 wherein said sorting instructions further comprise: instructions for creating an integer array; instructions for comparing tickets in a response list in a one-to-one format using a pre-determine parameters; instructions for directing a next free pointer in the array to the next ticket in the response list in an order as that results from the comparison; and instructions for storing a sorted response list in the cache memory.

Claim 19. The computer program product as described in-claim 14 wherein said sorting instructions further comprise: instructions for determining whether a sort map exist for a service ticket list; and instructions for displaying sorted tickets based on a sort from a preexisting sort map.

Claim 20. The computer program product as described in claim 14 wherein said sorting instructions further comprise: instructions for determining whether a sort map exist for a service ticket list; and instructions for creating a sort map when there is a determination that no sort map exist.

Claim 21. The computer program product as described in claim 14 further comprising the instructions for: determining the elapsed time since the last inquiry by a particular service technician; and resetting the ticket lists in the cache, if a predetermined time period has expired.

Claim 22. The Computer program product as described in claim 21 wherein said resetting instructions further comprise instructions for retrieving additional tickets for the ticketing systems.

Claim 23. A computer program product in a computer readable medium for displaying a list of service requests from multiple service request systems on a single display comprising:

instructions for determining whether a list of tickets currently exist for an inquiring service technician;

instructions for sorting the tickets in the response list by pre-determined parameters and generating a sorted ticket request list, the sorting instructions including instructions for creating an integer array; instructions for comparing tickets in a response list in a one-to-one format using a pre-determine parameters; instructions for directing a next free pointer in the array to a next ticket in the response list in an order as that results from the comparison; and instructions for storing a sorted response list in the cache memory; and

instructions for displaying the sorted ticket request list containing ticket request from multiple ticket request systems.

Claim 25. A system for displaying a list of service requests from multiple service request systems on a single display comprising:

- a local computer for displaying service ticket lists;

- a browser to enable access to the system by a user;

- a ticket manager having the capability to retrieve, merge and sort service tickets from multiple ticketing systems;

- ticket manager adapters for converting information between said ticket manager and ticketing systems, in order to provide a uniform format to display ticketing request generated at different ticketing systems.

Claim 26. The system as described in claim 25 further comprising a browser program to provide the capability to view and scan displayed service tickets and to interface with the ticket manager.

Claim 27. The system as described in claim 25 further comprising a cache memory to contain sorted listed from the merged service tickets.

Claim 28. The system as described in claim 26 further comprising conversion programs in said ticket manager adapters.



### CONCLUSION

If the Examiner has any questions, Applicants invite the Examiner to contact the Applicants' representative at the telephone number listed below. The Director is hereby authorized to charge and/or credit Deposit Account 09-0457 (IBM).

Date: October 30, 2009

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